

WEB BASED CLAIM MODEL FOR BURSAR DEPARTMENT OF  
UNIVERSITI UTARA MALAYSIA

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**WEB BASED CLAIM MODEL FOR BURSAR DEPARTMENT OF UNIVERSITI  
UTARA MALAYSIA**

A thesis submitted to Graduate School in partial fulfillment of the requirements for degree  
Master of Science (Information Technology), Universiti Utara Malaysia

By

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## **ABSTRACT (BAHASA MALAYSIA)**

Proses tuntutan yang dijalankan secara manual di UUM adalah mengambil masa yang lama, meningkatkan kos dan amat mencabar. Proses membuat sesuatu tuntutan melibatkan banyak aktiviti seperti menyemak syarat-syarat kelayakan yang termaktub di dalam Buku Panduan Tuntutan Perjalanan, Kursus, Seminar dan Perpindahan serta mengesahkan borang permohonan yang dilampirkan bersama-sama dengan lampiran sokongan. Proses yang agak kompleks ini akan menyebabkan kelewatan dalam proses pembayaran. Oleh yang demikian, pembangunan sebuah model tuntutan adalah satu keperluan yang akan menyumbangkan kepada pembangunan sistem tuntutan berasaskan web. Objektif kajian ini dijalankan adalah untuk mengenalpasti keperluan sesuatu proses tuntutan, mencadangkan sebuah model proses tuntutan yang ringkas serta mudah dan membangunkan prototaip sistem tuntutan berasaskan web. Sistem tuntutan berasaskan web ini bertujuan untuk memenuhi kehendak masa kini yang selari dengan keperluan sesebuah proses tuntutan dan membenarkan Jabatan Bendahari di UUM bekerja dengan lebih efisien dan efektif dalam memenuhi kehendak penggunaanya terutamanya staf UUM.

## **ABSTRACT (ENGLISH)**

Manually claim process in current practice at UUM is time consuming, costly and very challenging. The claiming process involve a lot of activity, such as checking the eligibility condition that preserve in the claim guidelines books and verifying the application form with the supporting documents. The complexity of the manually claiming process causes the delay of the payment. Therefore, there is a need to develop a claim model that can contribute to the development of a web based claim system. The objectives of this study are to identify the requirements of the claiming process, to propose simplified model of claiming process and develop the web based claim prototype. The web based claim application is proposed to meet the business challenging in claiming process and allow the Bursar Department of UUM to work efficiently and effectively in order to satisfy their users especially the UUM staff.

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# **CHAPTER 1**

## **INTRODUCTION**

### **1.1 Overview**

A claim process is process of getting the payment from Bursar Department for certain purpose such as travelling claim of attending the course or seminar or any official job. The process starts when a staff fills in the claim application form, and submits the application to the head of department for approval before submitted the form to the Bursar Department with the complete supporting documents.

The claim application form needs to be filled in manually. The information of all the personal details such as the Full Name of the applicant, the Staff Number, the Identity Number, the Designation, Salary Grade, Basic Salary Amount, Home Address and the Department Name have to be filled. Beside, the information on applicant's transportation such as the Type of the Car and the Number Plate are also needed. Moreover, the Account Bank and Email is also need to be filled in the form. A lot of information need to be filled into the form will cause a lot of time and very chaotic.

The staff also needs to submit the complete claim form with the supporting documents such as the bus tickets or the hotel bills to the department head for approval. Without the complete supporting documents, the application form will be rejected. A lot of

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the thesis is for  
internal user  
only

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